

Measuring & Managing Your Business with Hosted IP Call Center

We'll help you create intelligence around managing your employees.

Our solution allows you to make your move to automatic contact distribution easily and economically, by creating a virtual call center with agents working from any desk, in any office.

Ask yourself....

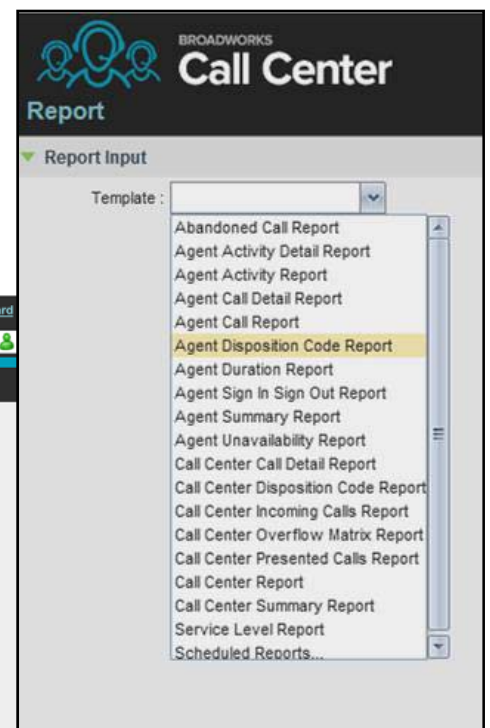
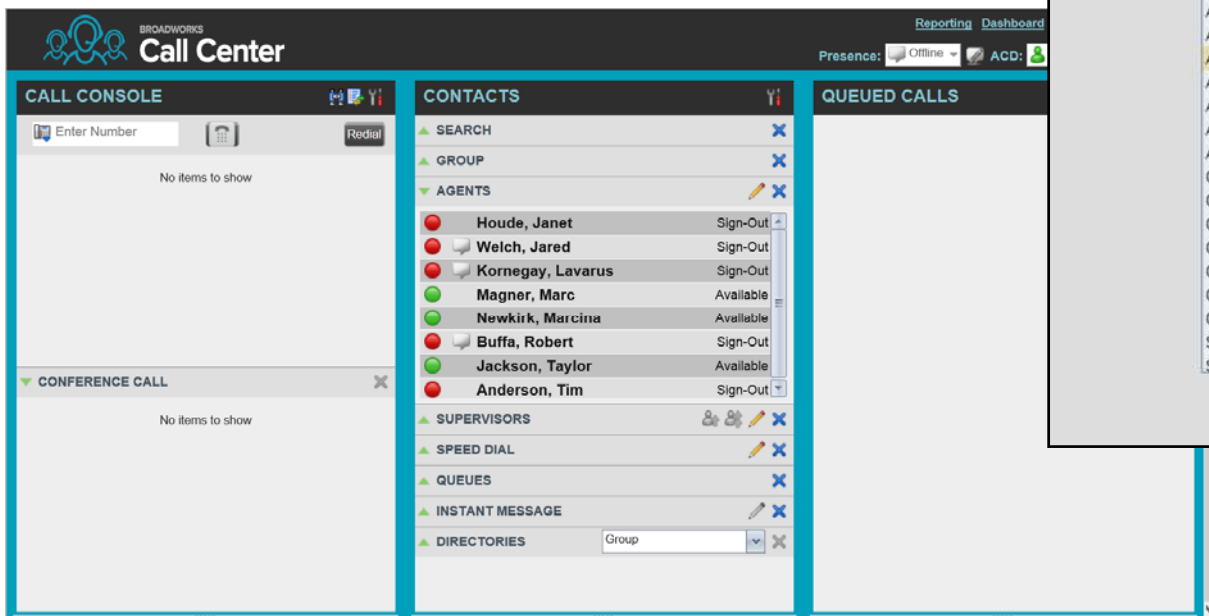
- Do you know if your employees are doing a good job?
- How many calls are coming in?
- What is the average speed of answer time?
- How long are your customers on hold?
- How many calls are abandoned before answered?

We can deliver a solution that is highly flexible and scalable that can adapt quickly to your changing requirements. Empower yourself and improve productivity.

Call Center – Premium

Our Hosted solution provides growing businesses with an impressive list of call center features. Select the option best suited to your needs.

- Call Center Basic and Standard Features
- Call Center DNIS – Configure the call center DNIS to distribute calls to agents.
- Queue Status Notification – Configure status sent to agent devices and control the thresholds for high volume notifications.
- Call Disposition Codes – Add or Modify Call Disposition Codes. Disposition Codes are attributes applied to a call to identify marketing promotions or other topics pertaining to a call.
- Forced Forwarding – Configure the call center to temporarily divert new incoming calls to a different route independent of the Night Service route. Forced Forwarding does not affect calls already in the queue.





Monitoring & Reporting

Customize what, when and how you want to see it!

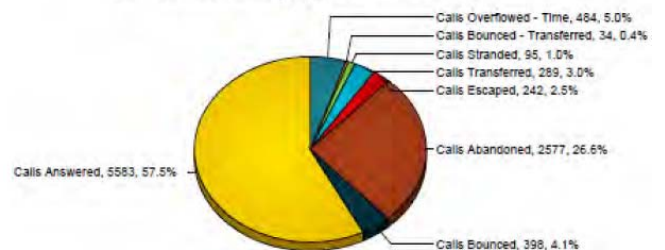
With so many options it's easy to create useful and effective reports.

- Select your report (PDF, Excel, HTML)
- Schedule your report
- Format your report
- Choose your recipients

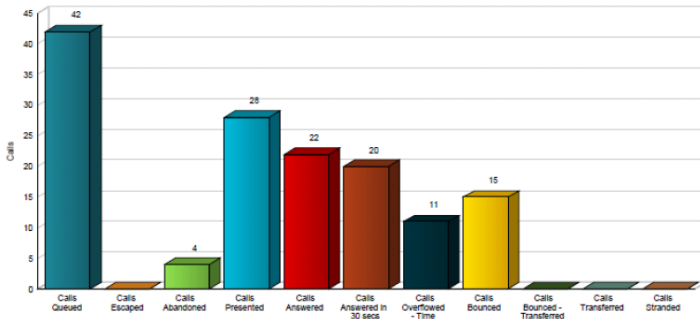
Call Center Activity by Answered Calls



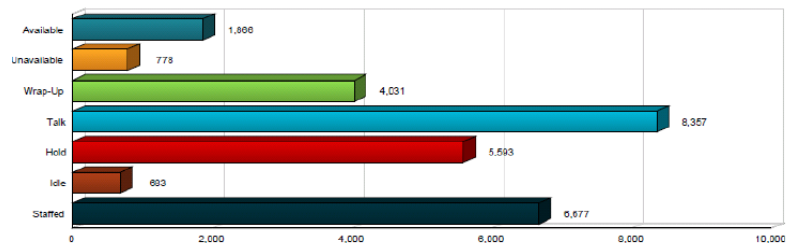
Call Center Activity by Presented Calls



Call Center Activity



Activity Duration



Call Center Summary

